Step 2: Determine evidence required

Unpack the unit of competency

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| **Unit code** | BSBFLM303 | |
| **Unit title** | Contribute to effective workplace relationships | |
| **Elements (and performance criteria)** | | **Ideas for evidence** |

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| **Performance Criteria:**  1.1 Collect information associated with the achievement of work responsibilities from appropriate sources  1.2 Communicate ideas and information to diverse audiences in an appropriate and sensitive manner  1.3 Seek contributions from internal and external sources to develop and refine new ideas and approaches in accordance with organizational processes  1.4 Facilitate consultation processes to allow employees to contribute to issues related to their work, and promptly communicate outcomes of consultation to the work team  1.5 Promptly deal with and resolve issues raised, or refer them to relevant personnel | Collect a portfolio from the employer outlining all the achievements and work responsibilities.  Speaking a slow and clear voice and use appropriate language.  Internal and external stakeholders to assist in new approaches  Giving everyone a say in a meeting or training sessions  Having a culture that is open and transparent when dealing with workplace issues.  Having process in place for employees to voice their concerns |
| **Element 2:** Encourage trust and confidence | |
| **Performance Criteria:**  2.1 Treat people with integrity, respect and empathy  2.2 Encourage effective relationships within the framework of the organization’s social, ethical and business standards  2.3 Gain and maintain the trust and confidence of colleagues, customers and suppliers through competent performance  2.4 Adjust interpersonal styles and methods in relation to the organization’s social and cultural environment | Respect each individuals and their need, differences and abilities.  Way you interact with them and how they interact with each other.  Skills, abilities, personal values and beliefs contribute to their role with the organization.  Only say what you can deliver on, follow through on your commitments.  And support colleagues in particularly when things get tuff.  Using effective communication skills both verbal and body language. |
| **Element 3:** Identify and use networks and relationships | |
| **Performance Criteria:**  3.1 Identify and utilize workplace networks to help build relationships  3.2 Identify and describe the value and benefits of networks and other work relationships for the team and the organization | It also involves working closely with other workers to be aware of potential and future needs or problems and devising strategies to address them.  Networking is about taking advantage of valuable relationships to get the work done and to achieve goal. |
| **Element 4:** Contribute to positive outcomes | |
| **Performance Criteria:**  4.1 Identify difficulties and take action to rectify the situation within own level of responsibility according to organizational and legal requirements  4.2 Support colleagues in resolving work difficulties  4.3 Regularly review workplace outcomes and implement improvements in consultation with relevant personnel  4.4 Identify and resolve poor work performance within own level of responsibility and according to organizational policies  4.5 Deal constructively with conflict, within the organization’s established processes | Problems with colleagues or with management  Health and safety unsafe work practices  Training to perform the job is inadequate  They should provide appropriate level of professional support.  Shouldn’t do or say anything to other staff members about the issues.  Assess performance and looking for gaps so improvements can be made to benefit the employees and organization.  Poor work performance due to a lack of skills and poor management skills.  Further training to bring skills and knowledge up to date.  Is to accept responsibility for resolving the conflict and prepare to take positive actions to deal with the conflict according to organization policies and procedures |

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| **Knowledge Evidence** | |
| **Ideas for evidence** | Here list additional evidence needed to address required knowledge.   1. Give examples of how work relationships and the cultural and social environment can support or hinder achieving planned outcomes- Questions, Feedback from learners and Portfolio. 2. Explain techniques for developing positive work relationships and building trust and confidence in a team- Observations, Interviews, Questions and Feedback 3. Identify relevant legislation from all levels of government that affects business operation- Research, Questioning and Feedback. 4. Describe a range of methods and techniques for communicating information and ideas to a range of stakeholders- Interviews, Observation Questioning and Feedback 5. Outline problems solving methods – Question, Observation and feedback 6. Explain methods to resolve workplace conflict Interviewing, Questions, Feedback 7. Explain methods to manage poor work performance. Observation, Interviewing, Questions and Feedback 8. Explain how to monitor, analyse and introduce ways to improve work relationships- Observation, Question, and feedback. |
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| **Performance Evidence** | |
| **Ideas for evidence** | Here list additional evidence needed to address required skills.  Access and analyse information to achieve planned outcomes- Demonstrating, Observation and Questioning  Apply techniques for resolving problems and conflicts and dealing with poor performance within organisational and legislative requirements. Interviews, Questions and Feedback  Preview and improve workplace outcomes in consultation with relevant personnel- Interview and Questioning  Adjust interpersonal style and communications to respond to cultural and social diversity- Interview, Questions and Feedback.  Apply relationship management and communication skills with a range of people that   * demonstrate integrity, respect, empathy and cultural sensitivity and promote trust * forge effective relationships with internal and/or external people and help to maintain these networks * encourage participation and foster contribution of and respect for ideas and feedback * Provide support to colleagues to resolve difficulties- Interviews, Question, Observation and Feedback.   Performance Evidence: Communicate ideas and information to diverse audiences- Questions, Written and Feedback.  Develop networks and build team relationships. Questions, Observation and feedback |
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| **Foundation Skills** |  |
| **Ideas for evidence** | Here list additional evidence needed to address required skills.   1. Uses appropriate language to record key information related to the outcomes of the job- Writing 2. Varies writing style to meet requirements of audience and purpose – Writing 3. Speaks clearly using tone and pace appropriate for the audience and purpose- Questions 4. Uses appropriate techniques, including active listening and questioning, to clarify information and to confirm understanding- Questions 5. Takes personal responsibility for adherence to explicit and implicit organisational policies, procedures, standards and legislative requirements within own job role and in all interactions with others- Interview, Observation 6. Selects and uses appropriate conventions and protocols when communicating with internal and external stakeholders to build rapport, establish networks, seek or share information, Questions Observation 7. Adjusts personal communication style in response to a diverse range of individuals in the work context= Observation and Question 8. Uses collaborative techniques to engage team members in consultations and negotiations- Interview and Observation 9. Implements strategies to respond appropriately to conflict and poor work performance- Demonstrate, Observation and Question 10. Takes responsibility for planning, sequencing and prioritising tasks and own workload for effective outcomes- Observation, Question and Feedback 11. Uses formal analytical thinking techniques and broad ranging consultative processes to identify issues and implement a constructive approach to solutions and improvement opportunities- Question, Observation, Interview and Feedback 12. Uses familiar digital technologies and systems to access, present and communicate information- Demonstrate, Questions and Interview |
| **Assessment Conditions** |  |
| **Ideas for evidence** | Here list additional evidence needed to address required skills.  Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management field of work and include access to:   * relevant legislation and regulations * relevant workplace documentation and resources * case studies and, where possible, real situations * Interaction with others.   Interview, Questions, Observation and Feedback |